

Repairing your homes

Last year we completed over 47,864 repairs to our homes, an average of 4.7 repairs for every home we own.

Last year 99.5% tenants told us that they were satisfied with the repair service you received.

Repair appointments

We recognise that most people lead busy lives so we offer an appointment system for repairs completed by Property Services. Not all repairs have appointments, out of areas or specialist work is completed by contractors on a priority basis; emergency (24 hours), urgent (five working days) and routine (20 working days). We complete emergency repairs within 24 hours and we aim to complete non-emergency repairs within 20 working days.

Performance indicators	2016/17 year end	Target 2016/17
Number of repairs completed in time	88.6%	99%
Number of emergency repairs completed in time	90.3%	99.2%
Number of non-emergency repairs completed in time	87.4%	99%
Appointments kept	90.1%	99%
Number of planned works completed	891	1,287
Percentage completed right first time	96.8%	95%

The average number of days taken to complete a responsive repair (including emergency and non-emergency) is 10.7 days (target 6.5 days).

This year is the first full year our new responsive repairs measures have been in place and performance targets have not been met for the number of appointments made and kept and the average number of days taken to complete a repair. We have new processes to improve the scheduling of appointed jobs; which in turn will improve performance and productivity.

51.2%
of all urgent and routine repairs were offered an appointment

90.1%
of appointments were kept by us (target 90%)

Over **1,059** repairs were reported online last year

Major repairs and improvements

Last year we invested **£5.6 million** carrying out major improvements and **£10.45 million** repairing our homes. We installed **265 new kitchens, 99 new bathrooms, 199 new boilers or heating systems, and completed 216 partial rewires.**

This is in addition to carrying out thousands of day-to-day repairs each year. We are in a strong financial position to make sure this investment continues in future years.

Every year we must check the safety of all the gas appliances that we have provided in your home. Last year, we serviced 5,572 gas appliances.

In 2016/17 we helped 30 tenants make home improvements through our Tenant Match Funding scheme. This scheme enables you to make home improvements; you can apply for a contribution of 50% towards the cost of the home improvement up to a maximum of £500.

Aids and adaptations

We invested £221,045 in adapting homes and providing aids to support tenants to live independently in their homes. These include large scale adaptations such as fitting level access

We completed **566** aids and adaptations

showers and smaller adaptations such as fitting grab rails, key safes, and providing aids like flashing door bells and vibrating pillows to alert those with visual and hearing impairments to potential risks.

After every adaptation is completed we send a satisfaction survey so that we can measure how well we have performed. Here are the results for 2016/17:

Your feedback

- It was easy to apply for an adaptation 92%
- I was satisfied or very satisfied with the service 97%
- The adaptation met my needs 97%

We achieved our target of servicing **100%** gas appliances

Money matters

Our Financial Inclusion Team can help and support you with claiming welfare benefits, including Universal Credit, budgeting, dealing with debt, low-cost loans, banking and home energy advice.

Last year the team received over 311 requests to help tenants with benefit advice and their finances. This helped generate £297k of benefit income for 57 tenants, including £13k of discretionary housing payments. Referrals from the team to external agencies also helped our customers to gain a further £18k.

Rents and service charges

The way that we set our rents is very closely regulated by the government and we follow strict guidelines. They take into account factors such as property values, the number of bedrooms and average earnings in the local area.

In addition to rent we also charge 'service charges' for services that we provide that are not covered by your rent but are included in your tenancy agreement. This can include grounds maintenance and window cleaning. Each year we calculate how much it costs us to provide these services to ensure value for money.

Collecting rent

It is important that we collect the rent due from tenants because it is your rent that funds the services we provide.

We met our performance target for current tenant arrears last year. We work very closely with tenants who are in arrears and only consider eviction as a last resort. We evicted 40 tenants for non-payment of rent last year.

Average weekly rents for general needs housing

1 bed **£75.81**

2 bed **£88.70**

3 bed **£97.72**

**All figures exclude service charges*

FOR RENT
78% of tenants satisfied that rent offers value for money

Average weekly rents for independent living **£81.48**

Average weekly rents for supported living **£177.88**

Last year, over **21,555** rent payments were made online

Value for Money

We want to make sure our services are as efficient and as effective as they can be, so that the money you spend with us is put to best use.

Our annual Value for Money action plan highlights the things that we want to achieve to either improve our services or make them more cost-effective. We review this at the end of every year and produce a Value for Money self-assessment report for the Group. You can read this on our website at www.progressgroup.org.uk.

The following are some of our Value for Money highlights:

- We invested £13.7 million developing new homes (2015/16 and 2016/17)
- We secured £1.5 million of staff cost savings from a review of all our services
- We achieved £0.7 million of procurement savings from renegotiating a wide range of contracts
- We approved the sale of some of our properties to free up over £2.3 million of cash to provide investment in new properties.

Funding for new homes

In 2016/17 the Group successfully received £2.05 million of grant funding from the Homes and Communities Agency as part of the 2015-18 Affordable Homes Programme.

During 2016/17 we successfully delivered 93 new homes providing both general needs and supported living accommodation across the country. We also started work on a further 52 new homes that will provide both homes for affordable rent and shared ownership.

We invested **£13.7m**

We secured **£1.5m** of staff cost savings

We achieved **£0.7m** of procurement savings

Community safety

We have a specialist Community Safety Team that works closely with partner agencies to help prevent and tackle anti-social behaviour.

We work with people who are committing anti-social behaviour to support them to change their ways. However, we will take action if necessary. Last year, we successfully took legal action in 50 cases to put a stop to anti-social behaviour; two of our tenants were evicted due to their anti-social behaviour.

Partnership working

We understand that we need support from other organisations to deal with aspects of anti-social behaviour. For supported living customers, we work closely with social service commissioners, tenants, advocates and support providers to ensure our tenants are fully supported if they experience any issues in their home.

Supporting witnesses of ASB

We provide a 24-hour witness support service for victims and witnesses of anti-social behaviour (ASB). Last year we supported 21 witnesses under the scheme with 100% customer satisfaction.

It took us an average of **95** days to close anti-social behaviour cases

We tackled **621** cases of anti-social behaviour

94% of tenants told us they were satisfied with the way their anti-social behaviour case was dealt with, which exceeded our target of 89%

Awards and accreditations

Institute of Directors' 2017 North West Director of the Year Awards (Shortlisted) March 2017
Michelle Stevenson, Legal Executive Director.

Northern Regional Tpas Awards 2016 (Winner) June 2016
Excellence Employment, Skills & Training Award - Progress Futures project.

National Tpas Awards 2016 (Shortlisted) May 2016
Excellence Employment, Skills & Training Award - Progress Futures project.

Northern Silver Screen Awards (Winner) June 2016
Young Inspiring Tenant award - Lauren Buchanan.

Northern Silver Screen Awards (Shortlisted) June 2016
Building Healthy Communities Award - Walton's Parade project in Preston that involved supported living scheme tenants building a community garden and vegetable patch.

Women in Housing 2016 (Winner) November 2016
Young Achiever award - Claire Goodworth, Progress Opportunities Officer.

Women in Housing 2016 (Shortlisted) November 2016
Most Effective Project in Improving the

Lives of Women or Communities - Clare House Women's Refuge.

Most Effective Board Member award - Janet Hale, Chair of Progress Housing Group.

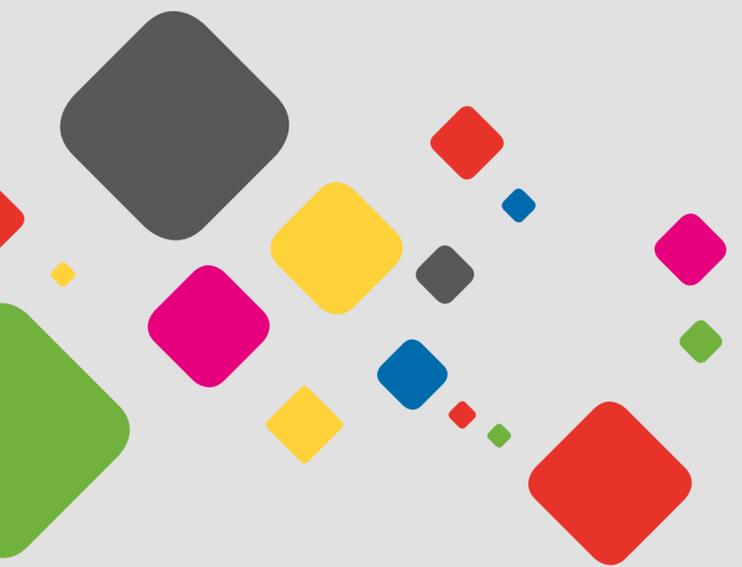
24Housing Awards 2016 (Shortlisted) October 2016
Best Apprenticeship Scheme - Progress Futures.

Chief Executive of the Year - Jacqui De-Rose, Chief Executive of Progress Housing Group.

Housing Professional of the Year - Gill Harrison, Under Occupancy Officer at Progress Housing Group.

ACCREDITATIONS

- ASB accredited HouseMark
- RESPECT ASB charter for housing
- Customer Service Excellence
- Disability Confident Employer
- Contractors Health & Safety Assessment Scheme (CHAS)
- iN business for neighbourhoods
- Gas Safe
- NICEIC Approved Contractor
- CP CHS Code of Practice (Centre for Housing Support)
- TSA Platinum Member
- Living Wage Employer
- Pension Quality Mark (PQM)
- ISOQAR
- Investors in People.



It's all about making Progress

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Welcome to our annual review



We have had another busy year and hope that you enjoy reading this year's annual review, all figures in this report relate to the period from 1 April 2016 to 31 March 2017.

Each year we produce an annual review for tenants detailing how we have performed in the year.

Thank you very much for taking the time to read this report. It is written for you to help you decide how well we are doing. I would love to hear your feedback, both on the report itself and on our performance.

We have tried to be honest about both what we are good at and where we need to improve. Whether you agree or disagree, your opinions matter, so please do let us know.

There are lots of ways that you can have a say and change the way we do things and your input really does make a difference. For example, over the last year our Scrutiny Pool has contributed towards the development of our website to make it more user friendly and it has helped to ensure that the website includes information that is useful to tenants. Tenants have also shaped our local training offer by helping us to develop a menu of community-based training courses that are delivered locally and tailored to tenants' needs.

We would like to thank everyone who has given up their time to get involved with us and look forward to welcoming many more of you on board.

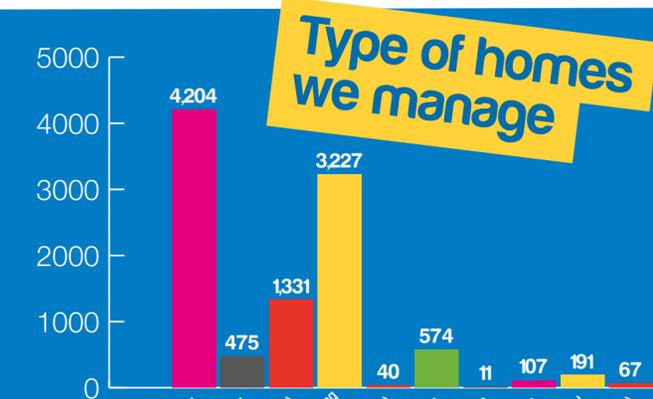
Bernie Keenan
Executive Director (Services and Growth)

Location of homes

- 1 Buckinghamshire (25)
- 2 Cambridgeshire (9)
- 3 Cheshire (50)
- 4 Cumbria (79)
- 5 Derbyshire (27)
- 6 Devon (110)
- 7 Dumfriesshire (41)
- 8 Durham (27)
- 9 Essex (22)
- 10 Greater Manchester (283)
- 11 Hampshire (39)
- 12 Lancashire (7,114)
- 13 Leicestershire (102)
- 14 Lincolnshire (798)
- 15 London (38)
- 16 Merseyside (180)
- 17 Norfolk (123)
- 18 Northumberland (20)
- 19 Nottinghamshire (360)
- 20 Rutland (7)
- 21 Scottish Borders (68)
- 22 Suffolk (31)
- 23 Warwickshire (12)
- 24 Yorkshire (690)



Type of homes we manage



Key statistics from the year

We have had another great year and are performing well in many key areas, however we recognise the need for improvements with repairs, how we communicate and our digital offer for customers. Here is a selection of performance figures to show you how we performed.

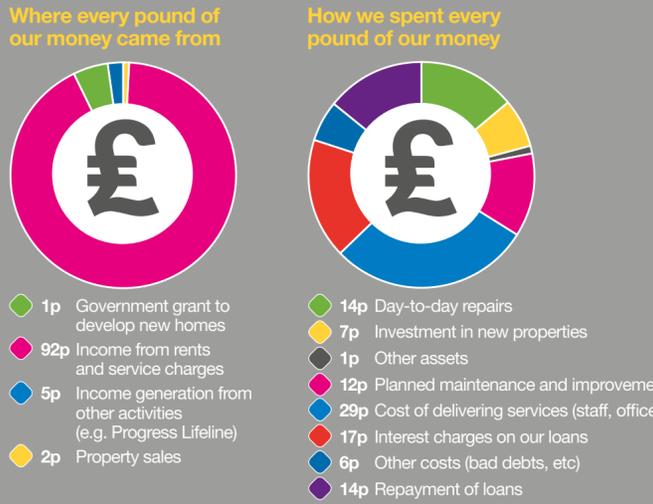
- 10,255** homes
- 18,597** people live in our homes
- Over 47,864** repairs completed
- 891** planned improvements completed
- 120** new homes built for general needs and supported living tenants
- 97%** of general needs and independent living tenants satisfied with the aids and adaptations service
- 78%** new tenant satisfaction with overall service provided
- 84.3%** of tenants satisfied with the overall service
- 5,600** Telecare installations
- 5,000** Progress Lifeline customers

Managing our money and our performance

During the year, we achieved our income collection targets and our empty property turnaround time improved, with a reduction of revenue lost. Repairs performance has dipped following the introduction of new systems. Changes have been made during the year to address this dip and the service is being monitored. Customer satisfaction with our service overall has improved.

By looking after our money, reducing our costs and making the best use of low fixed interest rates on our loans, we are in a strong financial position. This means that we are able to continue to invest in maintaining and improving our homes and services and build new homes.

Our successful emergency personal alarm service, Progress Lifeline, helps people to live independently in their own home and has helped us generate additional income in excess of £2.6 million which will be invested back into our homes and services.



Tenants make a difference

Our Scrutiny Pool is a tenant-led group who help to identify more efficient delivery and/or increased productivity of services whilst keeping value for money in mind.

Last year the Scrutiny Pool undertook five service area reviews that made 28 recommendations, of which 15 are complete and 13 are being actioned over this financial year (2017/18). These reviews looked at:

- Our website and how easy it is to use
- Our consultation mechanisms in Independent Living to ensure as many customers are involved as possible
- Our call waiting times and how we can look to reduce these through utilising other communication methods
- Customer satisfaction with our repairs service, recommending the development of a customer feedback system

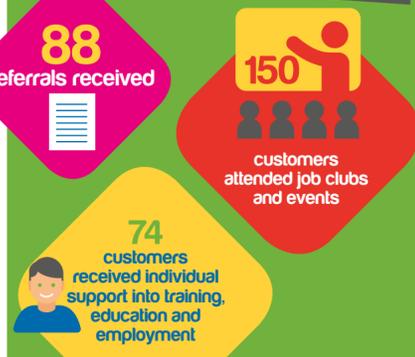
Our complaints process from start to finish, making recommendations to improve the customer experience.

Our Community Investment Fund has continued to provide support for local community projects that benefit our customers directly.

Last year for general needs and independent living we invested £164,838 in environmental improvements such as better fencing, improved car parking, security measures and improvement of green areas. In addition, we spent £71,780 on supported living environmental improvements on providing external lights, improving pathways for disabled access and cutting back overgrown trees.



Help into training and employment



Progress Futures offers one-to-one support to tenants and family members to help you find the right training, qualifications or employment.

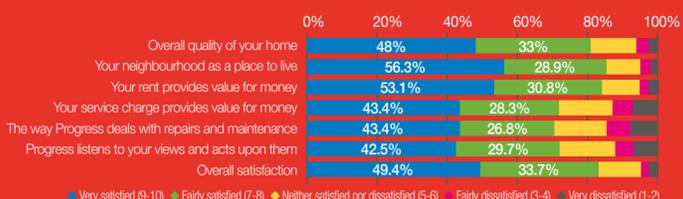
Progress Futures offers a number of apprenticeships and work placements. Last year we employed four people in apprenticeship and trainee roles, as well as four temporary work placements.

We also became a partner in a European-funded project called Age of Opportunity. The aim of which is to assist people aged over 50 who have struggled to get a job.

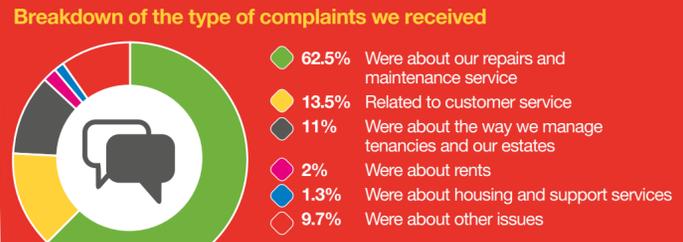
Case study: Vasile moved to the UK from Romania in 2012 and in 2015 he came to us for help. We offered him a nine-week work placement which gave him the opportunity to brush up on his admin skills and improve his English. We then encouraged Vasile to enrol on a Level 2 course which he completed in 2016. The team continued to support Vasile to search for work and he has successfully obtained the role of Building Supervisor with Progress Housing Group and is thoroughly enjoying the role.

Customer service and feedback

We aim to provide excellent services that exceed your expectations. To do this we need to know your views on your home and community so that we can continue to make improvements. In March the STAR (Survey of Tenants and Residents) survey was conducted with a representative selection of tenants. The survey asked tenants, not only how satisfied they are with our services but also which ones are the most important to them. We received 2,652 responses from a variety of households. Four key themes were identified: first time resolution; speed (giving customers timescales); information and communication and quality. We have created an action plan and are engaging with tenants to improve the service in these areas.



During 2016/17 we did not manage to achieve our target of responding to all complaints within 10 days, with a 68.9% annual average. However, in the final quarter of 2016/17 due to improved service delivery we achieved a 95.6% result of responding to complaints during target timescales.



We now offer a live web chat facility through our website www.progressgroup.org.uk and since its launch in March 2016 we have conducted 3,759 live chats.